



GRIEVANCE POLICY

Handling Provider and/or Parent Complaints

Purpose: This procedure establishes guidelines for handling Early Learning Coalition (ELC) providers' and parents' complaints and disputes ("grievances")

Policy: It is the policy of the (ELC) to provide prompt and orderly resolution of grievances of providers and parents arising in the course of conducting business with, receiving services from and/or providing services to the ELC. Any ELC funded readiness provider and/or parent with a grievance ("grievant") has the right to present their grievance to the ELC.

Procedures:

a) Notice of Grievance: A grievant must submit a Notice of Grievance Form to the ELC within thirty (30) days of the occurrence of the grounds upon which the grievance is based (or within thirty (30) days of the grievant obtaining knowledge of the grounds for said grievance). This notice of Grievance must be submitted (via email or U.S. mail) to:

Leeana Pena
Early Learning Coalition of Miami-Dade Monroe
2555 Ponce de Leon Boulevard, Suite 500
Coral Gables, FL 33134
Ph: 305-646-7220
lpena@elcmdm.org

The Notice of Grievance must include a written description of the complaint or dispute to be resolved and the desired outcome. The Notice of Grievance must also include any documents supporting the grievance. The ELC will provide a written acknowledgement of receipt of the grievance within the initial seven (7) day period.

b) Grievances Not Concerning the County – Initial Mediation Stage: Complaints and disputes may be resolved at any time, including the period immediately following submission of the Notice of Grievance. Resolution during this initial grievance stage would result in no further action. The ELC may encourage the grievant to meet with the parties involved to resolve the grievance. During this initial grievance stage, the Senior Director of Communications and Community Affairs may act as a mediator to have the parties reach a mutually agreeable resolution of the dispute. The parties involved in the grievance must undertake diligent efforts to resolve the issues raised in the Notice of Grievance within thirty (30) days. If a resolution is reached among the parties, the parties must submit a written resolution to the Senior Director of Communications and Community Affairs within ten (10) business days of resolution.

c) Grievances Concerning the County/Sub-recipient: If the grievance concerns Miami-Dade County's Department of Human Services, Child Development Services or if the grievance concerns any other sub-recipient with its own internal dispute resolution policies, the Senior Director of Communications and Community Affairs shall direct and forward the grievance to the County or sub-recipient pursuant to its internal grievance procedures. The disposition of matters referred to the County or sub-recipient shall be reported to the Senior Director of Communications and Community Affairs within fifteen (15) days. If the grievance is not resolved by the County or sub-recipient, the grievant and/or the County/sub-recipient shall

notify the Senior Director of Communications and Community Affairs in writing within fifteen (15) days that the grievance has not been resolved, and identify the unresolved issues. The grievant may also use the Notice of Grievance form for this purpose. The Senior Director of Communications and Community Affairs may seek to mediate the dispute. If the dispute cannot be resolved, the Senior Director of Communications and Community Affairs shall notify the grievant that the matter has not been resolved, and that the grievance will be forwarded to the Provider Services Committee for review and consideration. Within fifteen (15) days of forwarding the grievance to the Provider Services Committee, the grievant must file a Request for Review of Grievance by the Provider Services Committee.

d) Request for Review of Grievance by Provider Services Committee: In the event the grievant is not satisfied with the outcome provided after following the processes set forth in paragraph 2.a. or 2.b. above, the grievant must submit a Request for Review by the Provider Services Committee by (email or U.S. Mail) within fifteen (15) days. The grievant may use the Notice of Grievance Form (attached) to Request for Review. In the Request for Review, the grievant must identify (a) the unresolved issue(s), (b) supporting facts, (c) supporting documentation and (d) the desired resolution being sought. The Request for Review of Grievance must be submitted to:

Provider Services Committee
Early Learning Coalition of Miami-Dade Monroe
2555 Ponce de Leon Boulevard, Suite 500
Coral Gables, Florida, 33134
Email: lpena@elcmdm.org

A written acknowledgement of the Request for Review of Grievance (electronic or mail) will be provided to the grievant within seven (7) business days of receipt. Should the Provider Services Committee require information or a formal hearing, the grievant shall be advised in writing. The Grievant will be advised when the grievance will be reviewed by the Committee.

e) Review of Grievances by Provider Services Committee: The Provider Services Committee shall review properly filed Requests for Review of Grievances. The Provider Services Committee shall dismiss all Requests for Review that were not properly filed. The Provider Services Committee may, but is not required to, permit oral presentations and request additional documents from the grievant, the ELC staff, ELC partners or other entities whose information is probative to the issues raised by the grievance. Upon reviewing the matter, the Provider Services Committee shall make proposed findings and conclusions, and forward its findings and conclusions to the Board of Directors of the Early Learning Coalition of Miami-Dade/Monroe for final action. The Board of Directors shall review such proposed findings and conclusions, and approve such findings and conclusions that are based on substantial competent evidence and comply with the essential requirements of law. The Board shall not reweigh the evidence. If the Board finds that there is not substantial competent evidence or the conclusions did not follow the essential requirements of law, the Board shall remand the matter back to the Provider Services Committee for further consideration. If the Board approves such findings and conclusions, the Board's action is the final action of Coalition.

In the event the party is not satisfied with the outcome provided by the Board of Director's of the Early Learning Coalition of Miami-Dade/Monroe, they may seek further remedies, if any, as permitted by the laws of the State of Florida.

The Early Learning Coalition of Miami-Dade/Monroe shall record and track the subject matter and progress of all grievances filed, pending and resolved pursuant to this policy, and shall submit an annual report to the Provider Services Committee of such activities.